defects. A Similar inspection should be carried out by the AE and E.E. and the results of their inspections should also be recorded in the complaints register itself.

(vi) Complaints which cannot be attended to within a period 48 hours should be transferred to a separate register and suitable remarks should be recorded in the complaint register in this regard. It will be the duty of the J.E. to ensure that the complaints transferred to the separate register are not lost sight of and are attended to expeditiously.

(vii) While reviewing the complaints register, J.E. should examine if there are complaints of a repeated nature from the same house. Such complaints should be personally investigated by the J.E. to examine if there is any slackness on the part of the WC Staff.

(viii) Complaint which need follow up action should also be noted by the J.E.; for instance, where repairs to plaster are carried out should be ensured that white washing/distempering is carried out immediately. Like-wise, where repairs to wood work are carried out, it should be followed up with painting. Where electrical complaints are attended to and follow up action is required on the part of the J.E. (Civil), these should be indentified by the J.E. (E) and brought to the notice of the J.E.(C) promptly.

(ix) As far as possible, the licencees should be asked to indicate the nature of complaints to the Enquiry Clerk so that the right person is deputed for the job and he carried with him necessary tools and materials. It has been observed that in many cases, the complaints are vague and the workmen have to make more than one trip to the house, to find out the nature of work and the tools and materials required. This involves an avoidable waste of man-power.

(x) A note book should be issued to every worker where the Enquiry Clerk should enter the complaints, their serial number, house numbers and nature of complaints and the time of handing over the complaint. The W.C. Staff should be instructed to get the signatures of the licencees in token of satisfactory completion of the job. The note books of the workers should be checked by the JE with reference to the complaints register to ensure that complaints not attended are not shown in the complaint register as having been attended to.

(xi) Suitable arrangements should be made for receiving complaints on Sundays and Holidays. Machine numbered slips can be provided with the Chowkidar wherein the licencees can record the complaints and deposit them in a complaint box. These slips should be entered in the complaint register by the Enquiry Clerk on the next working day to ensure that they are not lost sight of.

(xii) A.E. and E.E. should make it a point to spend half a day in each Enquiry Office every week and every month respectively to examine the records maintained by the Enquiry Clerk, the note books maintained by the W.C. Staff and to have first hand inforation about the efficiency of the Enquiry Office.

(xiii) E.E. and S.E. should arrange for periodical meetings with the Residents Welfare Associations where points of common interest to the residents could be discussed and action programme chalked out.

Allotment of Quarters to the Wards of Retired Government Employees

1768. SHRI J. P. GOYAL: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether it is a fact that some cases of retired Government employees who were living in Sector-D

DIZ area, for allotment of their quarters to their wards are pending consideration with the Minister of Urban Development;

(b) if so, what are the details thereof and the reasons for which they are not being disposed of; and

(c) by when unauthorised occupation of quarters, after the retirement of Government employees, would be vacated and the quarters would be allotted to the persons who are waiting for their turn for quite a long time?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI DALBIR SINGH): (a) to (c) A request on compassionate ground for regularisation of a Type 'C' quarter in Sector 'D', DIZ area in the name of a ward has been received and the same is under consideration.

Retrun of labour force in Kerala from the Gulf

1769. SHRIMATI SUDHA VIJAY JOSHI: Will the Minister of LABOUR be pleased to state:

(a) whether any survey of the labour force returning from Gulf was conducted in Kerala;

(b) if so, what are the findings thereof; and

(c) whether it is a fact that a large number of the labour force is returning and is remaining unemployed?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR (SHRI JAGDISH TYTLER): (a) A survey was conducted during 1987 by the State Government on the utilization pattern of Gulf remittances in Kerala.

(b) and (c) The survey indicates an increasing trend in the number of returning emigrants from Gulf countries. It has also revealed that nearly 50 per cent of the returnees had no jobs at the time of survey.

Propsal for equity participation of SAIL with Kerala Special Refractories Ltd.

1770. SHRI N. E. BALARAM: Will the Minister of STEEL AND MINES be pleased to state:

(a) whether the Central Government had recently received any request from the Kerala Government for equity participation of the Steel Authority of India Limited, with the Kerala Special Refractories, Ltd., Kerala; if so, what are the details thereof; and

(b) what is Government's reaction thereto?

THE MINISTER OF STATE IN THE DEPARTMENT OF STEEL IN THE MINISTRY OF STEEL AND MINES (SHRI YOGENDRA MAKWANA): (a) Yes, Sir. Out of the total equity of Rs. 24 crores SAIL's participation was sought to the extent of 30%.

(b) It has not been found feasible for SAIL to participate in the equity of Kerala Special Refractories Limited.

Cotton production

1771. SHRI T. R. BALU:
SHRI V. GOPALSAMY:

Will the Minister of AGRICULTURE be pleased to state:

(a) what had been the area under cotton cultivation in each State during the last three years;

(b) what had been the production of raw cotton in each State during the last three years; year-wise; and

(c) what is the area likely to be under cotton cultivation and expected production in each State during the current year?

THE MINISTER OF STATE IN THE DEPARTMENT OF AGRICULTURE AND COOPERATION IN THE MINISTRY OF AGRICULTURE (SHRI SHYAM LAL YADAV): (a)